

## Service Manager

**Reports To:** Managing Director, Southern Alberta ReStores  
**Direct Reports:** Journeyman Technician, Apprentice Technician, Appliance Repair Associate and Assigned Volunteers.

### Company Profile:

The Habitat for Humanity ReStore sells new and gently used furniture, appliances, building materials at 40-80% below regular retail prices. Products are donated by households and businesses in the community, and the proceeds from the sale of these products support Habitat for Humanity in southern Alberta. With revenues exceeding \$4 million annually, the ReStores in Calgary and Medicine Hat address an important community need, support environmental responsibility, and together, make up one of the largest ReStore operations in Canada.

### Purpose:

The Service Manager is responsible for the overall operations of HFHSA ReStore's Appliance Repair Department. Included in this is the recruitment, selection, and performance management of staff and volunteers and coordination and development of the Apprenticeship Program. Additionally, the daily functions of this department include timely turn around on appliance repair, cost analysis on parts, and the oversight and training of apprentices. This role is to be an ambassador for the organization and must represent Habitat for Humanity Southern Alberta in a professional manner.

### Responsibilities:

#### Leadership

- Recruits, orients and trains all employees and volunteers, ensuring they have the knowledge and tools to perform their jobs in a safe and supportive environment.
- Prioritizes and coordinates work activities for the department including scheduling of employees and volunteers, ensuring the department is adequately staffed to perform the work required.
  - Recognizes the critical role for volunteers in the department's operation and takes positive steps to develop and nurture these relationships.
  - Schedules full and part-time staff ensuring adequate coverage and based on the needs of the business.
  - Enters all schedules into ADP and approves payroll timecards.
- Provides consistent supervision, including coaching, mentorship and training, to the all direct reports.
- Ensures appropriate training, monitoring and reporting regarding appropriate health and safety policies and procedures.
- Maintains positive working relationships with employees, volunteers, donors, Habitat homeowners and the public.
- Responsible for effectively handling complex or difficult situations to a successful resolution.

#### Department Operations

- Projects and meets annual income targets for appliance revenue;
- Manages department and operates within approved budget.
- Diagnose and set a triage and repair schedule for incoming appliances.
- Access manufacturers' service manuals and bulletins and use specialized tools and testing devices to locate the issue(s)
- Repair appliances by disassembling, cleaning internal parts, replacing faulty or worn parts, reassembling and testing
- Prepare work orders, complete reports for billing and maintain records for parts inventories.
- Oversees department operations and maintains a clean and safe workspace.

- Ensure accuracy of reports and appliance tracking paperwork.
- Ensure the appliances repaired for resale are clean and in working order prior to moving them on the sales floor.

### **Apprenticeship Program**

- Create an apprentice technician program to support appliance repair revenue growth
- Work with Appliance Repair schools to help recruit apprentice appliance technicians.
- Oversee and train all apprentice appliance technicians appropriate to their level.
- Develop a system to allow apprentice technicians to attend school with staggered attendance to ensure proper staffing coverage for appliance repair program.
- Ensure a consistent supply of apprentice technicians ensuring a minimum of 2 apprentice technicians at different education levels at all times.
- Complete any reporting for appliance technicians or institutes as required.

### **Decision-Making**

- This role must consult with the Managing Director, Southern Alberta ReStores:
  - To authorize any financial transaction that is outside of budget or unusual.
  - Before final warning or dismissal of staff.
  - Prior to changing or adding any significant initiative or operational emphasis.
  - About any significant issue or concern with the local municipality, stakeholder or donor.
  - Employee leave of absence (Short-term/ Long-term).
- This role must inform the Managing Director, Southern Alberta ReStores:
  - About any operational challenges or information MDSAS might need to know.
  - About any concern with an employee, volunteer, donor or customer.
  - Process or initiative opportunities or challenges.

### **Skills & Qualifications:**

- A valid Journeyman Appliance Technician Ticket
- A minimum of 4 years' management/supervisory experience. Not-for-profit experience considered an asset.
- Leads by example; instilling a positive attitude to staff and volunteers.
- Proven leadership, team building and customer service skills.
- Exceptional interpersonal, motivational and communication skills.
- Capacity to solve problems and leverage resources in a dynamic environment.
- Ability to effectively teach and develop others.
- Competent organization and prioritization capability in a fast and unpredictable environment.
- Experience with computer applications, including Word, Excel, Outlook and an inventory management software is essential. Salesforce CRM system experience desired.
- Must have a vehicle and minimum Class 5 license.
- Some travel will be required within the geographical boundaries of Southern Alberta.

### **Physical Requirements**

- Ability to lift 50 pounds.
- Ability to spend most of the day standing or moving about store.
- Variable shift work including possible weekends.
- Operate basic warehouse equipment, including pallet jacks, hand trucks and dollies.
- Must be able to pass a physical assessment.

### **Application Deadline: October 2, 2020**

Please send your resume and cover letter to [jobs@habitatsouthernab.ca](mailto:jobs@habitatsouthernab.ca)

*The Habitat for Humanity ReStore is an equal opportunity employer. We thank all applicants for your interest in this position. Only those selected for an interview will be contacted. No phone calls or emails please.*